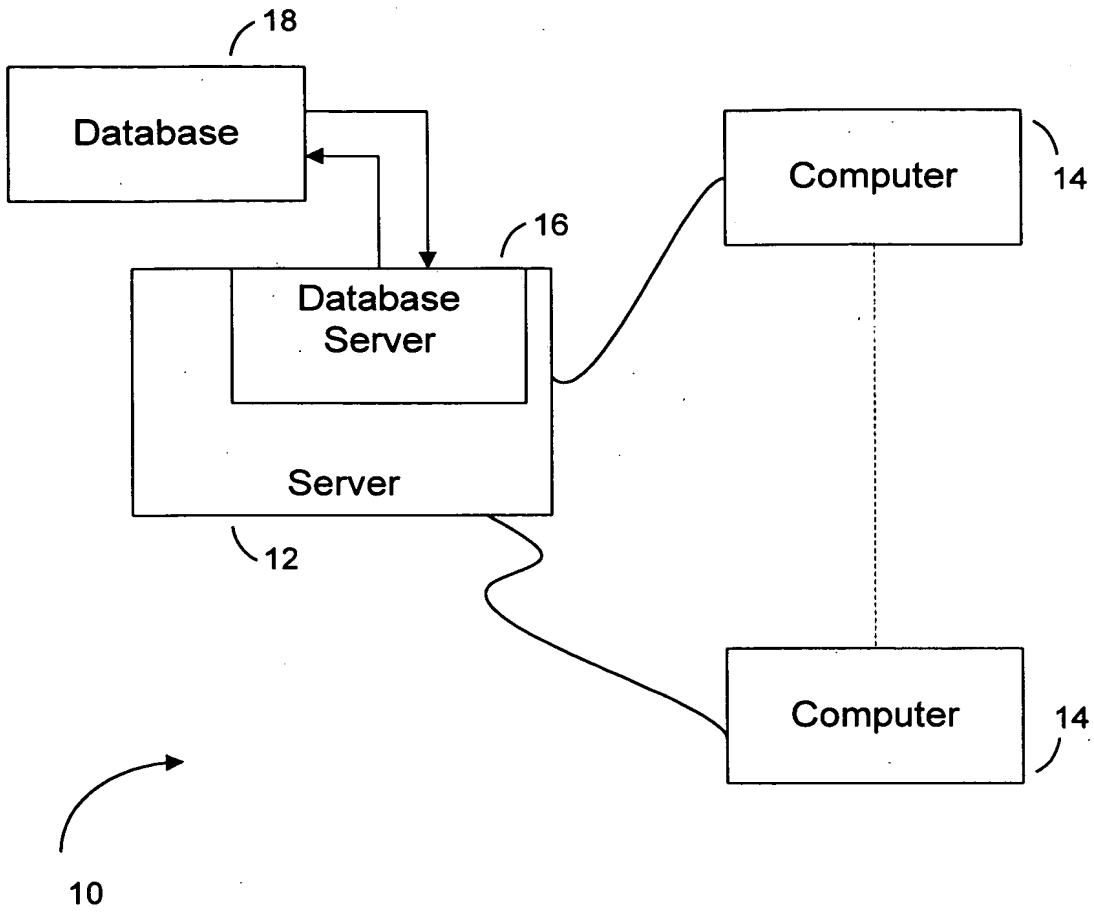

18
Database
Computer
14
16
Database
Server
Server
12
Computer
14
10

FIG. 1

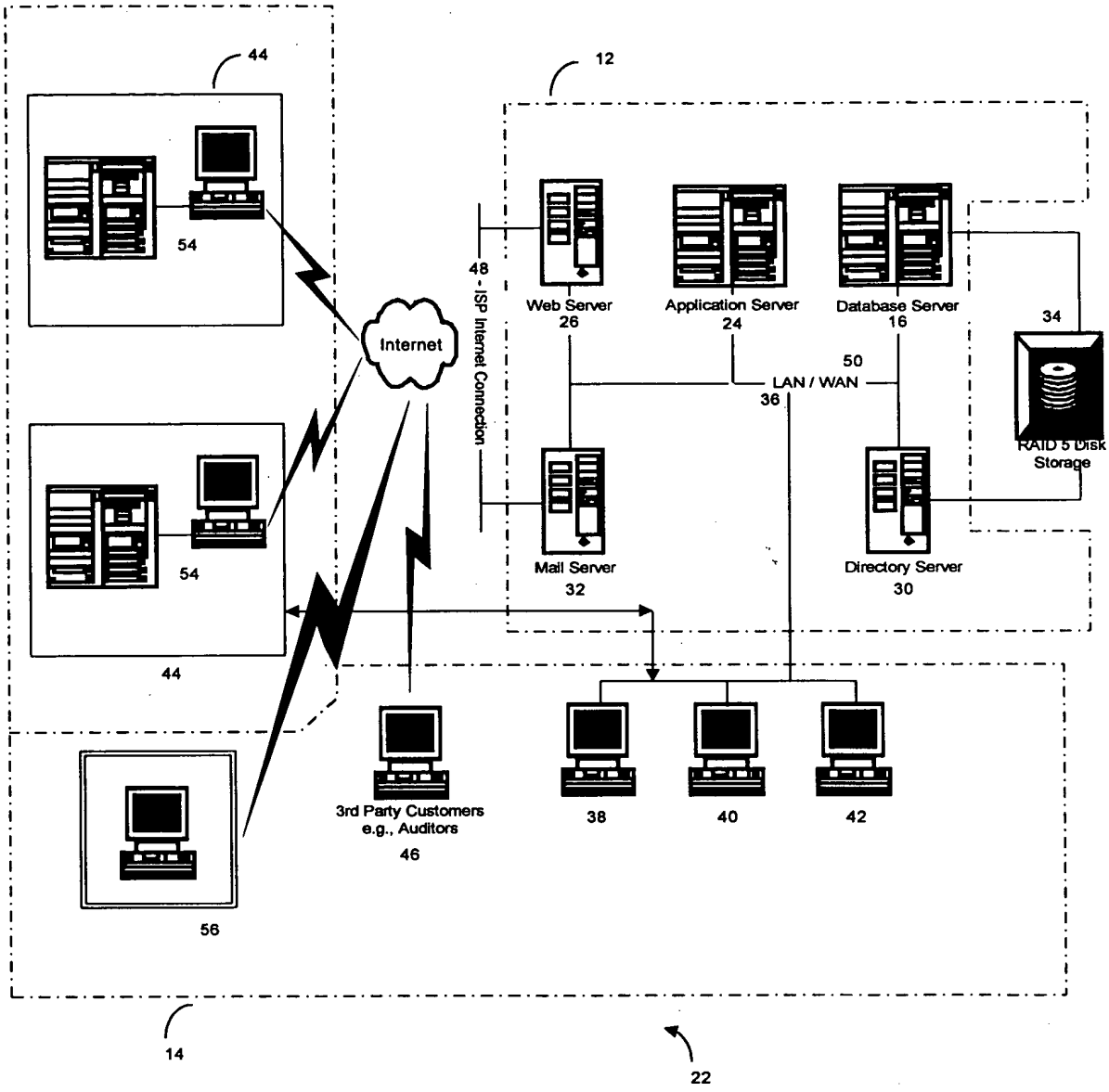

44
12
54
48 - ISP Internet Connection
Internet
Web Server
26
Application Server
24
Database Server
16
34
50
LAN / WAN
36
RAID 5 Disk
Storage
54
Mail Server
32
Directory Server
30
44
3rd Party Customers
e.g., Auditors
46
38
40
42
56
14
22

FIGURE 2

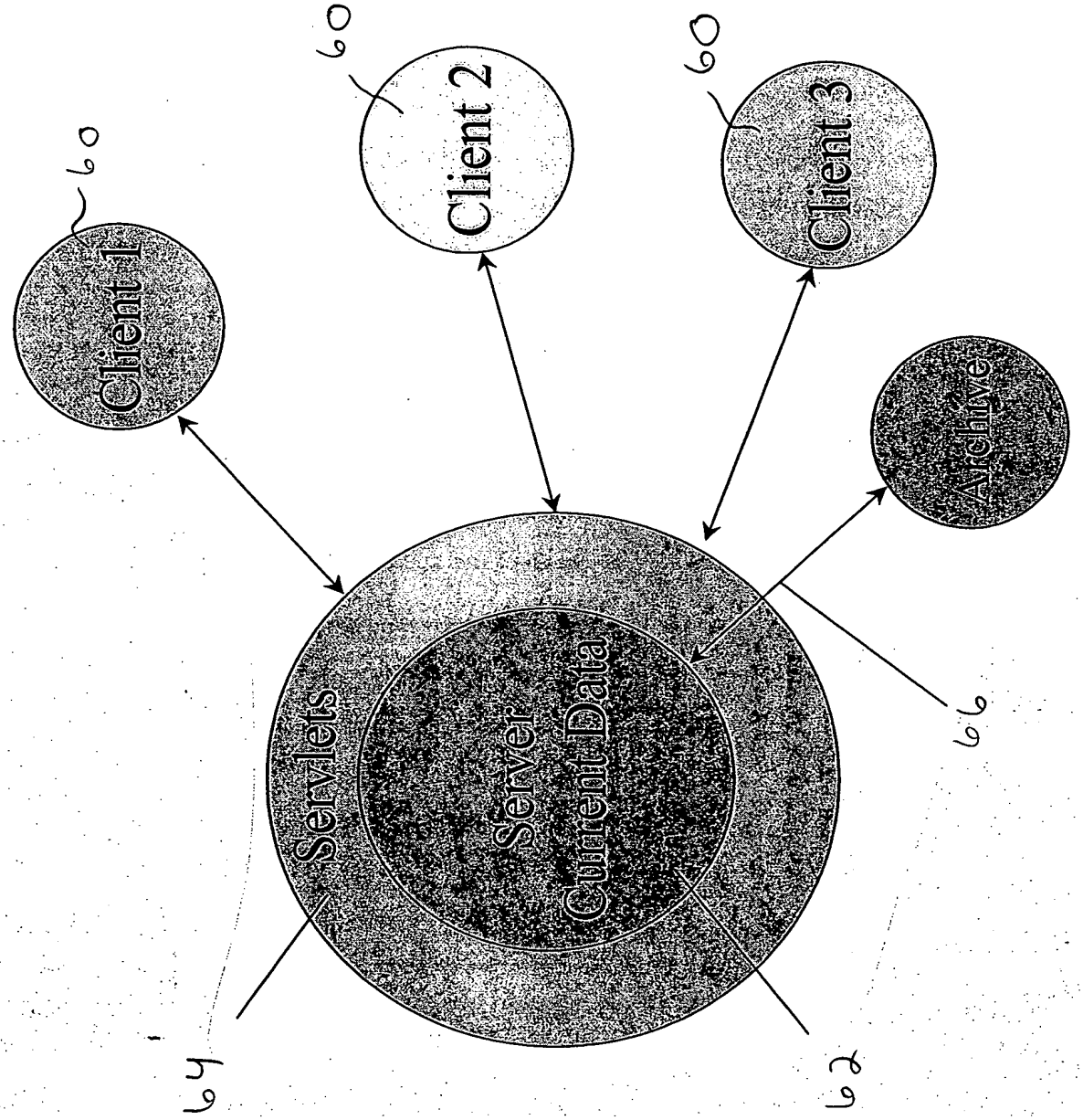

Client 1
Client 2
Client 3
Archive
Servers
Server
Current Data
60
60
60
62
64
66

Figure 3

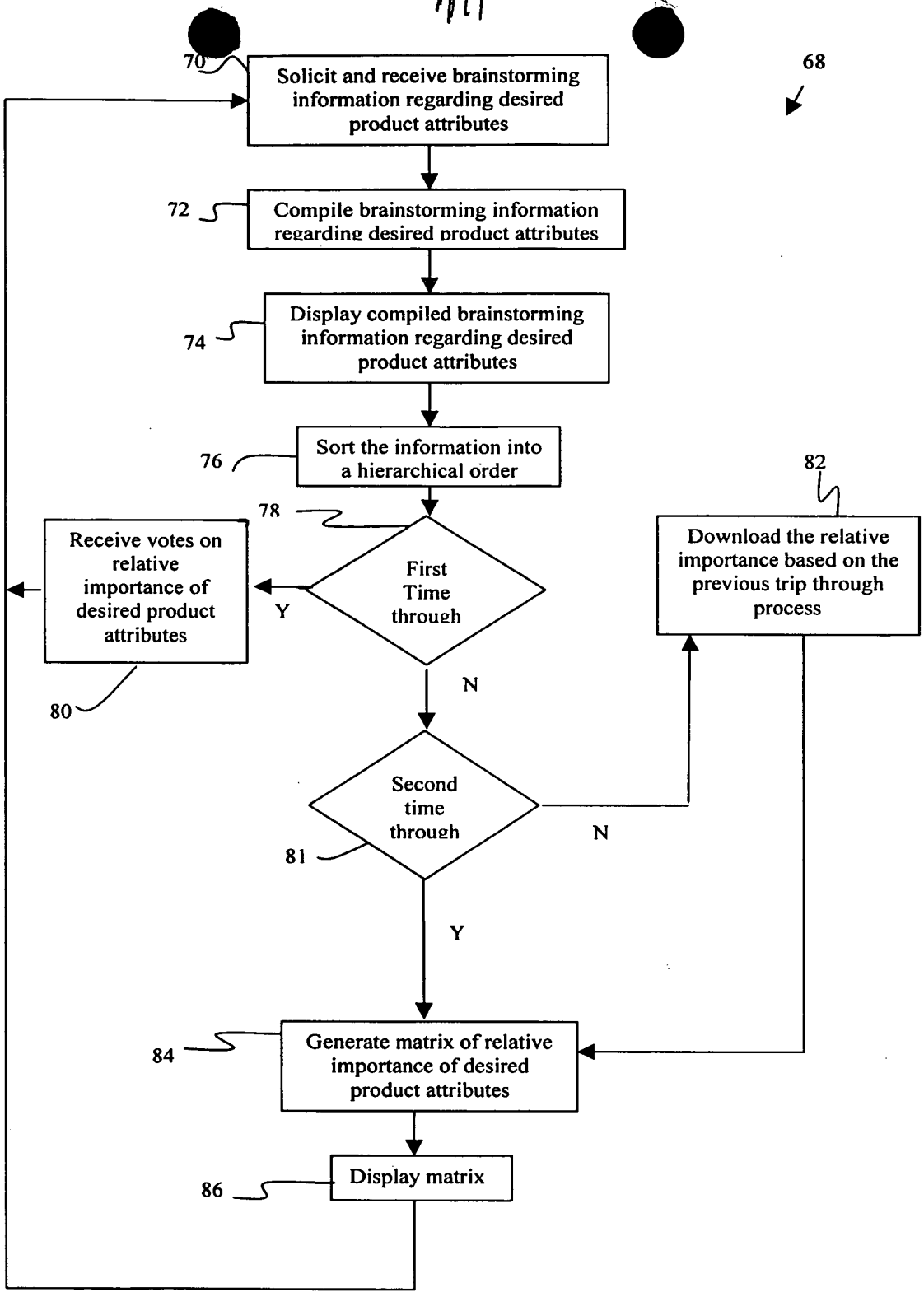

68
70
Solicit and receive brainstorming information regarding desired product attributes
72
Compile brainstorming information regarding desired product attributes
74
Display compiled brainstorming information regarding desired product attributes
76
Sort the information into a hierarchical order
78
First Time through
Y
Receive votes on relative importance of desired product attributes
80
N
Second time through
81
N
82
Download the relative importance based on the previous trip through process
Y
84
Generate matrix of relative importance of desired product attributes
86
Display matrix

Figure 4

09/22/2004 STEGHI260

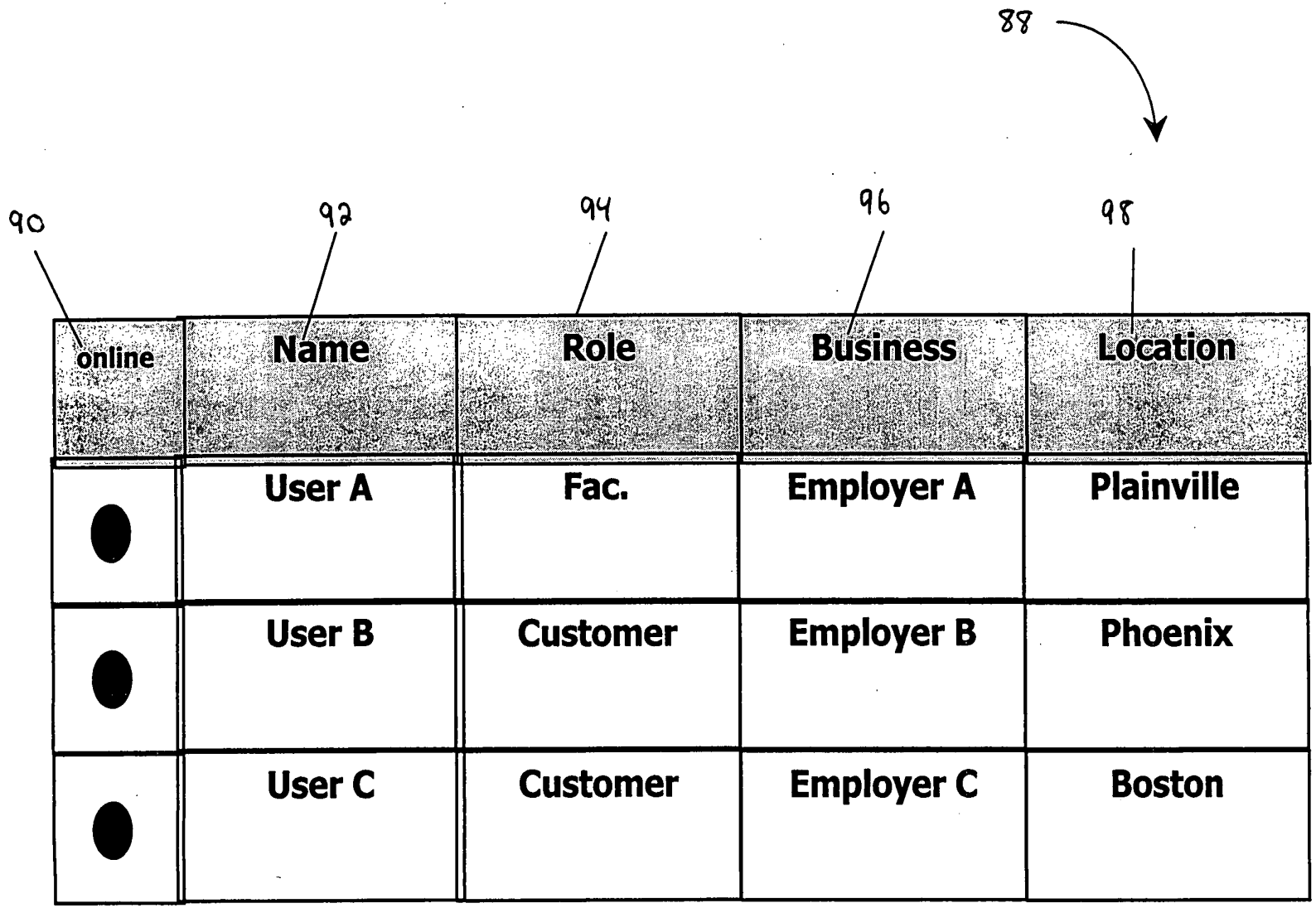


Figure 5

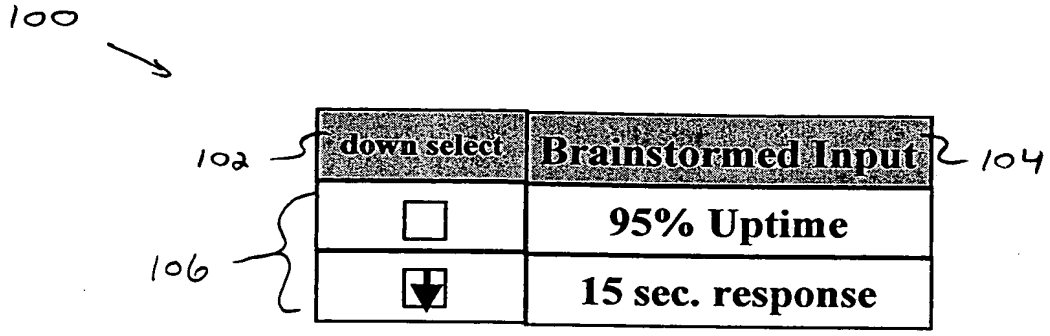


Figure 6

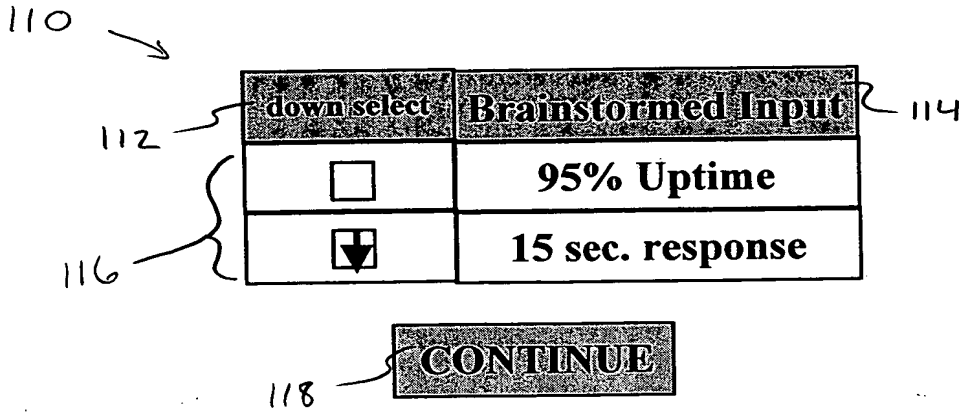


Figure 7

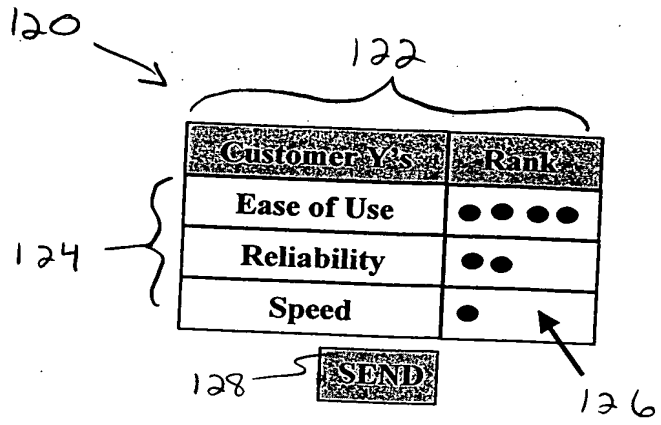


Figure 8

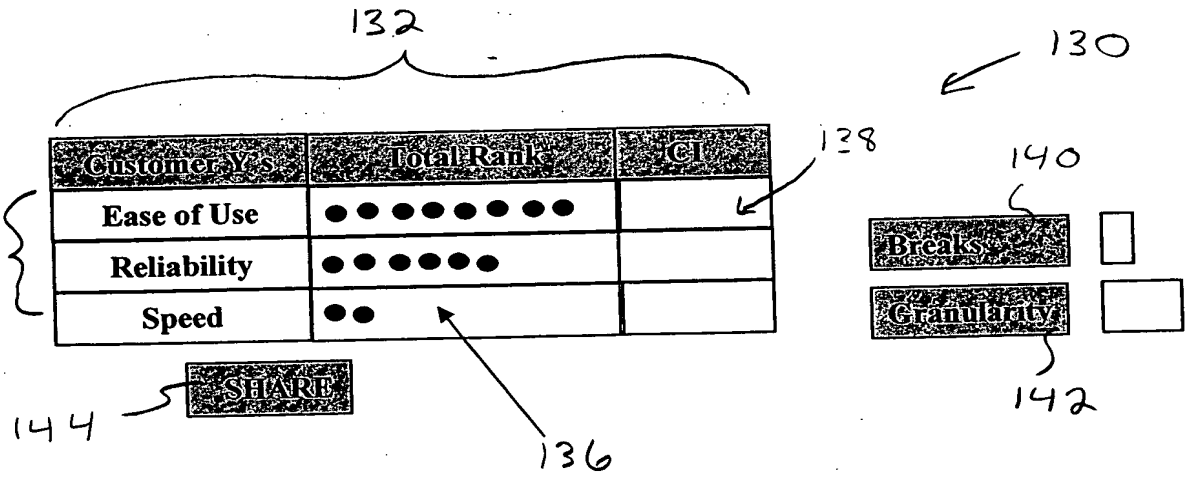


Figure 9

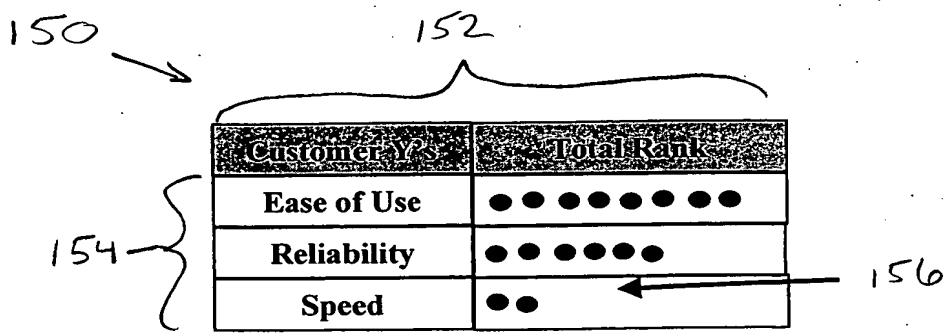


Figure 10

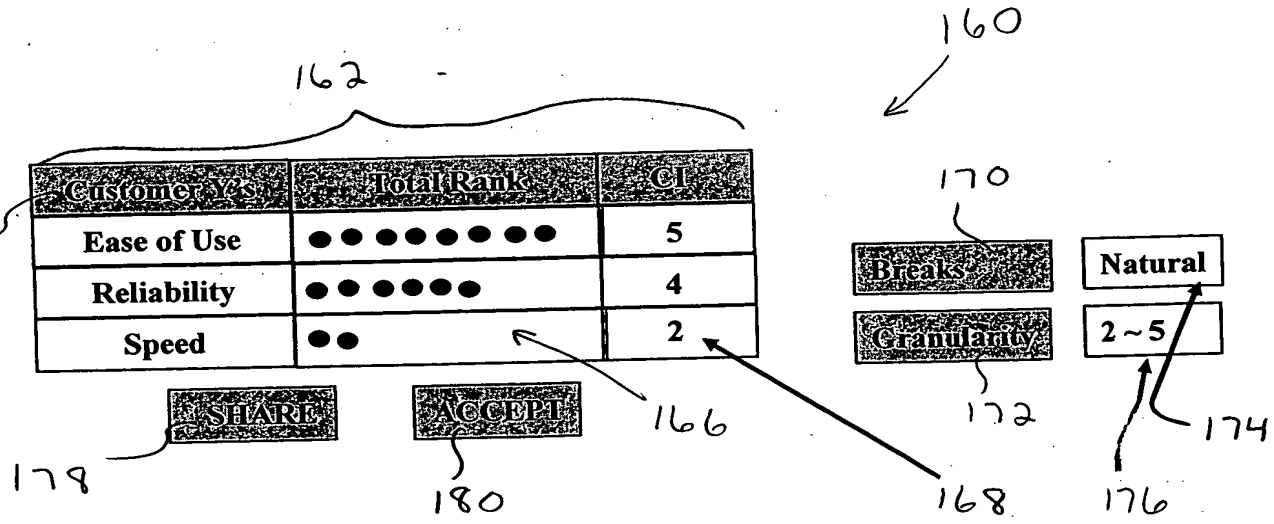
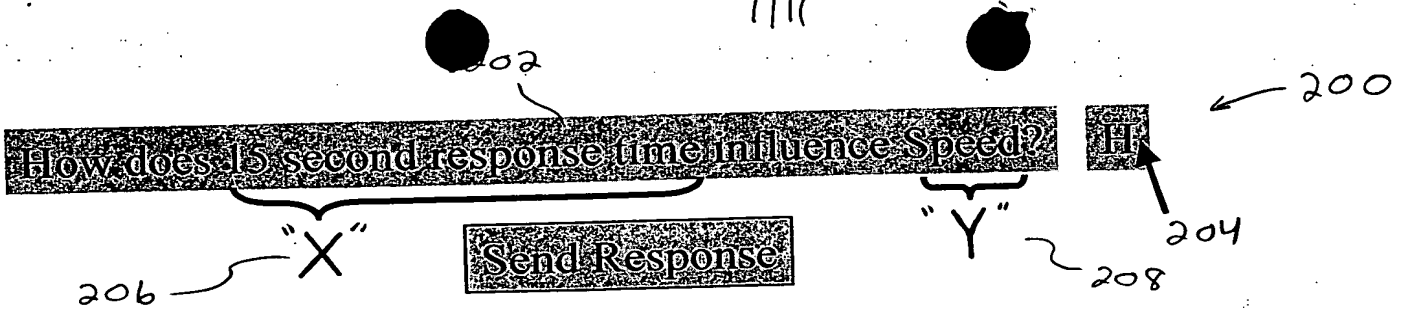


Figure 11



QFD Transfer Function is: Y = f(x)	
Y = f(X)	corr.
Speed = f(15 second response time)	H
Speed = f(Single user login)	M
Speed = f(> 1 min. report gen.)	L

Figure 13

Customer Y's	Total Rank	CI
Ease of Use	●●●●●●●●	5
Reliability	●●●●●●	4
Speed	●●	2

190

Breaks	Natural
Granularity	2~5

Figure 12

08/22/2001 15:54:20

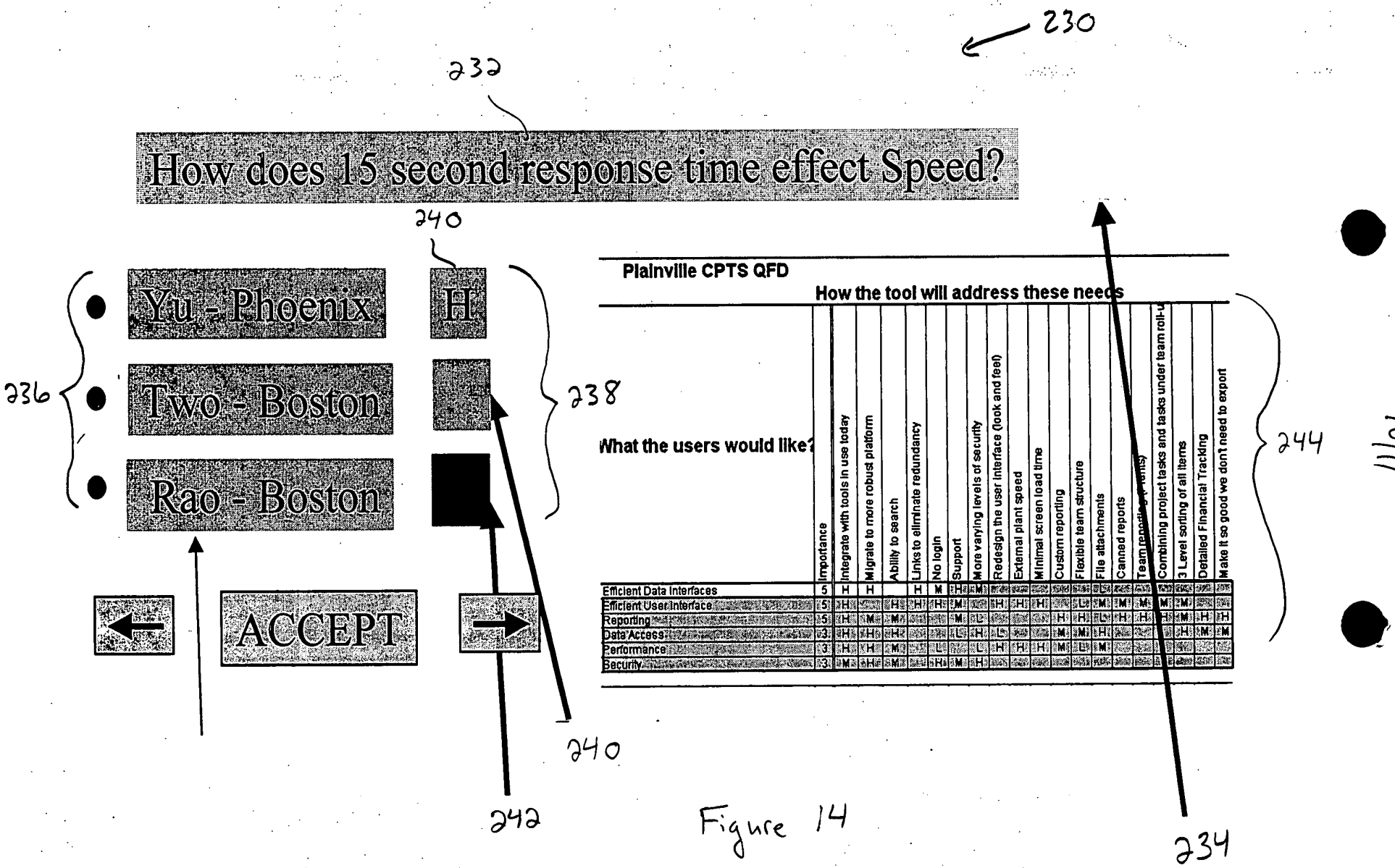


Figure 14

11/01

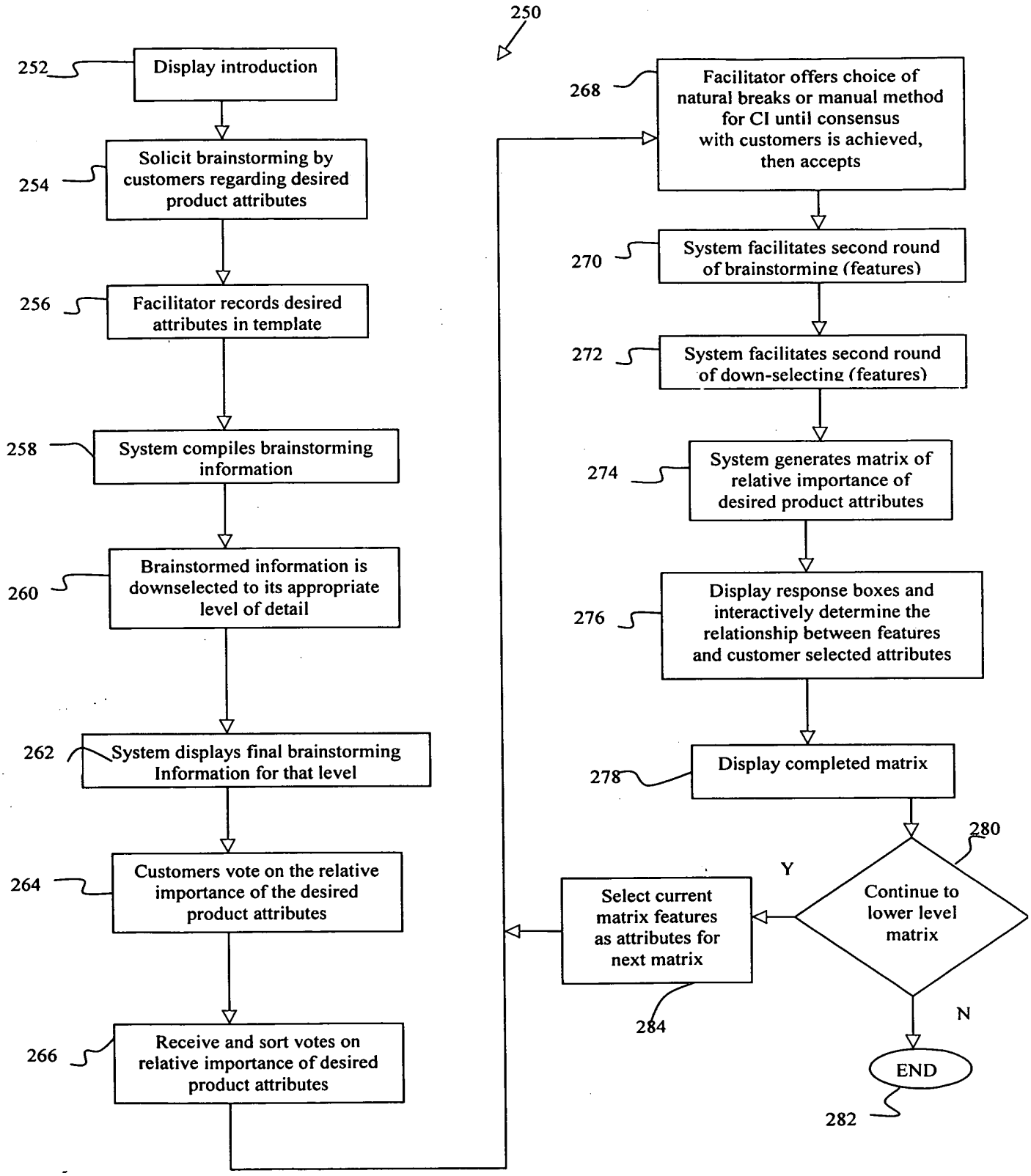

250
252
Display introduction
254
Solicit brainstorming by customers regarding desired product attributes
256
Facilitator records desired attributes in template
258
System compiles brainstorming information
260
Brainstormed information is downselected to its appropriate level of detail
262
System displays final brainstorming Information for that level
264
Customers vote on the relative importance of the desired product attributes
266
Receive and sort votes on relative importance of desired product attributes
268
Facilitator offers choice of natural breaks or manual method for CI until consensus with customers is achieved, then accepts
270
System facilitates second round of brainstorming (features)
272
System facilitates second round of down-selecting (features)
274
System generates matrix of relative importance of desired product attributes
276
Display response boxes and interactively determine the relationship between features and customer selected attributes
278
Display completed matrix
280
Continue to lower level matrix
Y
N
284
Select current matrix features as attributes for next matrix
END
282

Figure 15